

**Consett Medical Centre  
Station Yard  
Consett  
Co Durham  
DH8 5YA**

**Newsletter**

**March 2024**

**Staff updates**

In February we advertised an exciting job opportunity for a full-time receptionist to join our fantastic team. Interviews are taking place in March, and we are looking forward to welcoming new faces. 😊

**A look back on February 2024**

**4405** Face to face appointments  
**179** Home Visits  
**1009** Telephone call appointments  
**265** Did not attend

**8853** Inbound Telephone calls to our reception team

Our Surgery welcomed **51** new patients

**11** New Babies were born!



**Health Awareness Events / Calendar**

Brain Tumour Awareness Month -March  
<https://braintumourresearch.org/pages/brain-tumour-awareness-month>

Ovarian Cancer Awareness Month- March  
<https://ovarian.org.uk/march-ovarian-cancer-awareness-month/>

National No Smoking Day- 13/03/2024  
<https://www.bhf.org.uk/informationsupport/publications/smoking/understanding-smoking>

World Kidney Day- 14/03/2024  
<https://www.worldkidneyday.co.uk/>

World Down syndrome Day- 21/03/2024  
<https://www.worlddownsyndromeday.org/>

**Quote of the month:**



Trust the magic of  
new beginnings

If you know you'll have to pay for a lot of NHS prescriptions, it may be cheaper to buy a prescription prepayment certificate (PPC).  
<https://services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate/start>



**Queue Buster**



We Experience high numbers of calls in the morning.

When you contact the practice, you will be given the option to Press 1 – Which means you can hang up the phone and your place in the queue will remain.  
Our Phone system will call automatically call you back when you reach the front of the queue.



### The Covid Spring Booster.

From April 2024 we will be offering the COVID-19 vaccine to:

- adults aged 75 years and over.
- residents in a care home for older adults.
- individuals aged 6 months and over who are immunosuppressed.



### **We are welcoming new members to our Patient Participation Group.**

A PPG is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

#### **The role of a PPG, is to:**

Give patients and practice staff the opportunity to meet and discuss topics of mutual interest.

Provide a means for patients to become more involved and make suggestions about the healthcare services they receive.

Explore issues from patient surveys, contribute to actions plans and help monitor improvements.

Contribute feedback to the practice on patient survey results and friends and family tests by proposing developments or change.

Support health awareness and patient education.

Register your interest in joining our PPG Group, please ask a member of our Reception Team for a PPG Joiner Form.

The **E-Consult** is used for **fit notes and administrative Queries only**. To better assist with patient safety, we ask that any queries relating to a medical condition are not put through via E-Consult.

**Please call us on 01207 583 400**

### **Meet our team – March**

In this section, every month we will introduce a member of our team including answers to questions the individual has provided.

**Debbie, Diabetic specialist nurse.**



**Joined CMC in January 2023**

What are your interests outside of work?

**Dog walking, travelling in my motorhome, keeping active, learning Spanish.**

What are your interests as a GP/Nurse?

**All things diabetes.**

What do you enjoy most about being a GP/Nurse?

**When patients improve their diabetes control and start to feel better and in control of their condition.**

### **Pharmacy first Scheme**



A new free NHS service means you can now access advice and medicines from a pharmacy near you – and without the need for a GP appointment. Our receptionists can now refer to local pharmacies for:

- Sinusitis - 12 years and over
- Sore throat - 5 years and over
- Earache - 1 to 17 years
- Infected insect bites – 1 year and over
- Impetigo – 1 year and over
- Shingles– 18 years and over
- Uncomplicated urinary tract infections in women – woman 16-64 years

